

Troubleshooting



DANGER

Danger of fatal electric shock

- ▶ Never open and repair the device yourself
- ▶ Never replace damaged mains connection cables yourself
- ▶ Contact customer service

Malfunctions during operation

Malfunction	Cause	Fault clearance
No function and [Error] appears on the remote control display	Mains plug is not connected to power outlet	Connect the mains plug
	Power switch is OFF	Switch on the power switch
	Defective fuse on electrical distributor	Replace the fuse on the electrical distributor
	User detection IR window on upper housing section is dirty	Clean the IR window with a soft cloth
	Software error	Switch the power switch off for 30 s and then back on again
	Power supply is interrupted	Have the power supply checked by a skilled person
	Water supply is interrupted	Disconnect the mains plug, open the angle stop valve, and reconnect the mains plug after 30 s
Remote control is not working (no icons visible on display)	Batteries are flat	Hold the remote control next to the enhancement solution and replace the batteries
	No batteries have been inserted	Hold the remote control next to the enhancement solution and insert batteries (3 x 1.5 V, type LR3 / AAA)
	Batteries inserted incorrectly	Hold the remote control next to the enhancement solution and insert the batteries, ensuring the correct polarity
	No connection between enhancement solution and remote control	Hold the remote control next to the enhancement solution and insert the batteries again
	Remote control is defective	Replace the remote control

Malfunction	Cause	Fault clearance
Shower water temperature is too low	Heating element is not switched on	Use the remote control to switch the <water heater function> ON
	Warm-up time is too short when heating element is in economy mode	Use the remote control to switch the <water heater function> ON
Odour extraction unit does not start	Automatic start of the odour extraction unit is deactivated	Switch on the odour extraction unit with the remote control
Shower spray is too weak or no water is spraying out at all	Spray intensity is set too low	Increase the spray intensity
	Spray nozzle clogged or blocked with limescale	Clean or replace the spray nozzle
Spray arm does not retract	Power supply is interrupted	Restore the power supply. The spray arm will retract automatically
	Enhancement solution is defective	Switch off the enhancement solution and contact customer service
Dryer does not start	Automatic dryer start is switched off	Switch on the dryer with the remote control
Lowering function not working	Hydraulics are defective	Contact customer service
	Left and right hinges are not closed	Close hinges fully
Unpleasant odour in spite of the odour extraction unit	Active carbon filter is spent	Replace the active carbon filter
Water is dripping onto the floor	There is a leak	Switch off the enhancement solution. Interrupt the water supply, disconnect the mains plug, and contact customer service
All three LEDs on the control panel are flashing and [Error] is displayed on the remote control	A safety device has switched off the enhancement solution for a short period	Switch the power switch off and back on again after 30 s